

We Help Support Your Life!

The **EAP+Work/Life Program** is available exclusively for State of Delaware Group Health Plan Members and their dependents, including parents and parents-in-law. The experts at your confidential **EAP+Work/Life Program**, administered by HMS (Health Advocate), can find resources to help you get more balance in your life. HMS (Health Advocate) is available **seven days a week, 24 hours a day** to meet all of your needs.

As part of your employee benefit plan, you have access to a wide range of EAP+Work/Life support services from HMS (Health Advocate), including Professional Counseling Services, Legal Services, Interactive Website and much more.

Your EAP+Work/Life Program, paid for by the State of Delaware, is completely confidential!

Members are strongly encouraged to reach out to HMS (Health Advocate) for guidance as they attempt to balance the high demands of home and work life issues.

Work/Life:

- Balancing Work & Family
- Time Management
- Working with Others
- Occupational Stress
- Career Development
- Workplace Safety/Productivity

Personal Well-Being:

- Anxiety; Depression; Substance Abuse
- Relationships; Family/Parenting
- Stress Management; Grief and Loss

Living Resources:

- Financial Help; Legal Assistance
- Childcare; Adult Care

HMS (Health Advocate) services include:

- **Monthly Newsletter.** Newsletters in electronic form are provided every month!
- **Website.** 24/7 access to a wealth of online resources, including webinars, articles and videos on a wide variety of work/life topics. Also, included are locator services for child care providers, elder care, summer camps and volunteer opportunities.
- **Professional Counseling Services.** Members can obtain one-on-one professional counseling services, **a maximum of five (5) sessions annually (plan year) per topic or concern**, and, if needed, a referral to receive continued professional counseling services through the member's health care plan. When HMS (Health Advocate) determines that a member requires more than five sessions, the member will be transferred to receive professional counseling services through his/her health care plan where applicable co-pays/co-insurance apply.

- **Legal Services.** Members can obtain consultation for any legal issue, with the exception of those involving disputes or actions between an employee/dependent and their employer or the client.
 1. Members will receive **a referral to a local attorney for a free, 25-30 minute, telephonic or in-person session.**
 2. If the member chooses to retain the in-person referred attorney, the member **receives a 25% discount off the attorney's hourly fee for most types of law** (criminal and bankruptcy have discounted flat rates). The 25% discount excludes any retainer fees, court fees, filing fees, administrative charges, investigative fees or discounts for flat rate fees.
- **Financial Services.** Financial counselors can address question on all matters of financial management including debt reduction, home buying, budgeting foreclosure prevention, bankruptcy prevention. **Certified Consumer Credit Counselors will provide free 30 minute confidential counseling sessions.**
- **Integrated ID Recovery.** Credit fraud specialists review reports with member to instantly identify signs of possible identity theft.
 - ID theft prevention advice and fulfillment materials
 - Fulfillment materials to assist members self-resolution of identity theft
 - Enhanced legal content on the HMS Work/Life website
- **Child and Elder Care.** Members can receive a telephone consultation to assess care needs, receive a list of providers, and a checklist to enable the member to make quality decisions for their loved ones.

HMS (Health Advocate) provides Managers and Supervisors:

- **Frontline Supervisor Newsletter and Management Consultations.** Managers and supervisors should ask their HR Office to forward them the latest copy of Frontline Supervisor. HMS (Health Advocate) sends it electronically to each agency's HR Office for internal distribution. HMS is available to managers and supervisors desiring to have a confidential conversation with a HMS professional regarding a challenging work related situation.
- **Critical Incident Stress Management.** Managers and supervisors are encouraged to reach out to HMS (Health Advocate) if a critical incident occurs in the workplace. The sudden death of an employee, a criminal act, or other issues may create a stressful work environment that HMS (Health Advocate)' professionals can help diffuse.
- **On-Site Training.** Managers and supervisors planning employee training sessions, workshops, or seminars may ask HMS (Health Advocate) to participate by providing a training session on a wide array of topics. **Contact HMS to schedule.**

